

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1	"624223".apn. and effort	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 16:31
L2	0	effort adj rating same chat	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 10:53
L3	16	effort adj rating	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 10:56
L4	154	call adj center same performance same management	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:00
L5	74	call adj center with agent same performance same management	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:01
L6	0	call adj center with agent same performance same management same e\$mail same length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:25
L7	290	(call adj center help adj desk) with agent same performance	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:06
L8	131	I7 and e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:07
L9	8	I7 and e\$mail with length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:16
L10	2891	(customer adj relationship adj management)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:17

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L11	0	(customer adj relationship adj management) and effort with rating	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:17
L12	778	(customer adj relationship adj management) and effort	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:17
L13	69	(customer adj relationship adj management) and effort same agent	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:17
L14	68	(customer adj relationship adj management) and effort same agent and e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:19
L15	1	(customer adj relationship adj management) and rating\$2 same e\$mail same length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:20
L16	38	(customer adj relationship adj management) and e\$mail same length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:21
L17	39	(customer adj relationship adj management) and e\$mail same (number near3 word\$2 length)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:21
L18	14	call adj center with agent same performance and e\$mail same length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:27
L19	16	call adj center with agent same (productivity performance) and e\$mail same length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:44
L20	21	(call contact) adj center with agent same (productivity performance) and e\$mail same length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:49

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L21	32	(call contact) adj center with agent same (productivity performance) same e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:33
L22	26	(call contact) adj center with agent same (productivity performance) same e\$mail not l20	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:44
L23	0	(call contact) adj center same (productivity performance) same (e\$mail chat) same word adj count\$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:45
L24	2	(call contact) adj center and (e\$mail chat) same word adj count\$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:46
L25	3	(call contact) adj center and (e\$mail chat) same word adj frequency	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:48
L26	323	(call contact) adj center and (e\$mail chat) same word\$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:48
L27	14	(call contact) adj center with agent same (productivity performance) and e\$mail with word\$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:49
L28	14	(call contact) adj center with agent same (productivity performance) and e\$mail with word\$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:50
L29	6	(call contact) adj center with agent same (productivity performance) and chat with word\$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:55
L30	639	(e-mail chat) with (word adj count\$2 length)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:56

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L31	6	effort same (e-mail chat) with (word adj count\$2 length)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 13:43
L32	6	(productivity accomplishment rating achievement) same (e-mail chat) with (word adj count\$2 length)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:59
L33	6	(rating) same (e-mail chat) with (word adj count\$2 length)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:59
L34	119	activity adj based adj costing	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 13:45
L35	0	activity adj based adj costing same e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 13:44
L36	1	"624223".apn. and word adj content	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 16:31